

Abstract of the Disclosure

METHOD AND APPARATUS FOR SKILLS-BASED TASK ROUTING

The invention selects agents in a service center to service individual tasks based on agent skills required to service the tasks. All agent skills relevant to processing a task are ascertained out of a set of N defined skills. A skill expression is established that defines a logical relationship between the relevant skills sufficient to qualify an agent to service the task. A weight is calculated for each relevant skill that represents the relative importance of the skill in the skill expression. A set of agents qualified to service the task is derived according to the skill expression. A score is calculated for each qualified agent using the calculated weights, wherein each score represents the closeness of the associated agent's qualifications to the skill expression. Finally, an agent is selected to service the task according to the calculated scores.

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